

# SUSTAINABILITY REPORT 2021

Hyphens Pharma International Limited

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This Sustainability Report has been reviewed by the Company's sponsor, SAC Capital Private Limited (the "Sponsor"). This Sustainability Report has not been examined or approved by Singapore Exchange Securities Trading Limited (the "Exchange") and the Exchange assumes no responsibility for the contents of this Sustainability Report, including the correctness of any of the statements or opinions made or reports contained in this Sustainability Report.

The contact person for the Sponsor is Ms Lee Khai Yinn (Telephone: (65) 6232 3210) at 1 Robinson Road, #21-00 AIA Tower, Singapore 048542.

## ABOUT THIS REPORT

We have prepared this report in accordance with the Global Reporting Initiative ("**GRI**") Standards: Core Option and its reporting principles, and the primary components stipulated in the Listing Manual Section B: Rules of Catalist (the "**Catalist Rules**") of the Singapore Exchange Securities Trading Limited (the "**SGX-ST**").

# 

This is the annual Sustainability Report by Hyphens Pharma International Limited ("Hyphens" and together with its subsidiaries, the "Group", or "We"). This report covers data and information from 1 January 2021 to 31 December 2021 ("**FY2021**") across our core business that is illustrated on page 6 of this report. Senior management has reviewed and evaluated the economic, environmental, social and governance ("**EESG**") matters to identify areas that are of great concern to our key stakeholders, as well as to assess their impact on our business. We have relied on internal data monitoring and verification to ensure accuracy and have not sought external assurance for this report. However, we will consider seeking external assurance in the future.

We are committed to listening to our stakeholders and we value your feedback regarding the report or any aspect of our sustainability performance.





Contact

Please write to <u>ir@hyphens.com.sg</u> if you wish to contact us on the information within this report or our sustainability initiatives.

## BOARD **STATEMENT**

We are pleased to present our annual Sustainability Report for FY2021.

The Board, together with the management of the Group, strongly believes that being sustainable in our business and operations is key to our continued success. To this end, the Board strives to incorporate the EESG sustainability elements into our strategy and operations, to ensure that our products and services bring the best value to our customers.



Over the past year, the Group has embarked on several initiatives to bring medical advances and technological improvements to the forefront of our corporate strategy and operations in a sustainable manner. Through these initiatives, we hope to introduce new levels of healthcare to a wider audience.

#### **Going Digital**

With the increased trends and reliance on data and technology, the Group has increasingly incorporated technology-enabled healthcare, also known as HealthTech or digital health, into our operations and products.

Since its incorporation in October 2021, our Group's subsidiary, DocMed Technology Pte. Ltd. ("**DocMed**") serves as our vehicle to further develop our Medical Hypermart and Digital segment of our business. DocMed looks to develop an integrated digital healthtech platform, incorporating various healthtech solutions, to cater to healthcare stakeholders in Singapore and the Asia-Pacific region.

We are also pleased to announce that WellAway has officially launched in January 2022 as Singapore's first Health Sciences Authority ("**HSA**") registered epharmacy, and we are accelerating our investment in digital initiatives as part of our Group's sustainable growth and development strategy.

#### **COVID-19 Pandemic**

Two years after the COVID-19 outbreak, significant progress has been made around the world to inoculate individuals against the spread of COVID-19. As Singapore transitions to living with the virus, there is an increase in patients returning to the hospitals and clinics and hence we see a general increase in the offtake of products, particularly those for chronic illnesses. We also continue to focus on flexible-working arrangements and workplace hygiene measures for employees' health and safety as we continue to live with COVID-19. The speed of market recovery in the region remain uncertain in FY2022 and hence, we will remain agile and vigilant to respond to market conditions.

#### **Looking Forward**

Our Proprietary Brand products remain the Group's key focus. The Group's strategy is three-fold: we will continue to nurture the Hyphens brands in markets where we already have presence, seek out new international partnership opportunities to enter new markets, as well as invest in innovation to develop new and improved products under the respective brands. We are also further cementing our leadership position and deepening our presence in the ASEAN region by actively seeking licencing opportunities and registering new products for our Specialty Pharma Principals segment.

We strive to generate and maximise the long-term growth of the Group while ensuring our business operations are ethical and beneficial for our environment and society. We sincerely thank all our partners and stakeholders for their belief in us and for their unwavering support throughout this unprecedented time.

#### Sincerely,

Board of Directors Hyphens Pharma International Limited

## ORGANISATIONAL PROFILE

Our Group's core business comprises Specialty Pharma Principals, Proprietary Brands, and Medical Hypermart and Digital segments Listed on the Catalist board of Singapore Exchange ("**SGX**"), Hyphens is Singapore's leading specialty pharmaceutical and consumer healthcare group.

We have a direct presence in five ASEAN countries – **Singapore** (HQ), **Malaysia, Vietnam, Indonesia**, and **the Philippines**, and are supplemented by a marketing and distribution network covering 10 other markets – Bangladesh, Brunei, Cambodia, China, Hong Kong S.A.R., Macau S.A.R., Myanmar, Oman, South Korea, and Sri Lanka. Our flat organisational structure allows for nimble decision-making and navigation through unique cultural, political, social and regulatory environments of the countries we operate in.

Our core competency lies in our sales and marketing of innovative medical products through close working relationships and continuous engagement of key opinion leaders, physicians and trade partners.



## CORPORATE STRUCTURE



and Hanoi) and one representative office in Indonesia (Jakarta).

<sup>(2)</sup> DocMed Technology Pte. Ltd. was incorporated on 15 October 2021.

# OUR GOVERNANCE STRUCTURE

## **BOARD OF DIRECTORS**



**Mr Lim See Wah** Executive Chairman & CEO



Mr Tan Chwee Choon Executive Director



Dr Tan Kia King Non-Executive Director



Mr Heng Wee Koon Lead Independent Director



Mr Ng Eng Leng Independent Director



Ms Tan Seok Hoong @ Mrs Audrey Liow Independent Director



Mr Chan Kiat Independent Director



# SUSTAINABILITY GOVERNANCE AND APPROACH

The Group is committed to create sustainable and long-term business growth, while leading and shaping positive change for our customers, the communities we operate in, our people and the environment.





#### **Sustainability Framework**

Creating sustainable positive impact and value for our stakeholders is fundamental to us. We constantly review our sustainability strategy in view of the risks and opportunities we face today and foresee in the horizon. We commit to take the precautionary approach to environmental risks when applicable. The Board has overall responsibility for sustainability and seeks to incorporate EESG considerations in the formulation of our corporate strategy. The Board also provides guidance and oversight on the Group's sustainability initiatives and issues and monitoring of the Group's sustainability efforts and performance.

## OUR SUSTAINABILITY GOVERNANCE STRUCTURE

Senior management is responsible for on-going communication of such assessments to the Board of Directors, whose duties are to review and approve Hyphens' sustainability matters.



**Senior Management** 

Finance & IT, Supply Chain, Human Resource, Consumer Healthcare, Product Development Regulatory Affairs, Business Development, Dermatology Unit, E-Commerce & Digital Media

## PILLARS THAT FORM THE CORE OF OUR SUSTAINABILITY STRATEGY

The Group considers each pillar critical in creating a sustainable business model and has incorporated these into the sustainability material topics selected in this report.

### STAKEHOLDER ENGAGEMENT

Our stakeholders include individuals or groups who are impacted by our activities, and we strive to build strong relationships through our regular engagements with them, such as collecting constructive feedback from employees in terms of employee engagement, providing communication channels to customers (i.e., feedback and query section in our website) for their feedback and suggestions.

## ENVIRONMENTAL SUSTAINABILITY

By referencing to sustainability for guidance, we take care in ensuring that our business operations and processes are managed in a way that the impact on our environment is kept to a minimum.



## DIGITALISATION

Innovation and digitalisation are the foundation to our Group's sustainable growth and is an important driver of our development.

We have implemented a new ERP system and launched our e-pharmacy, as well as practices such as WiFi whitelisting, Multi Factor Authentication and email notification when receiving emails from external parties.

We also send quarterly newsletters and have a Hyphens Digital Day to increase our employees' digital literacy and awareness.

## SOCIAL SUSTAINABILITY

In pursuit of economic developments, we also understand the need to keep a fine balance with our social influence, such as health and safety of our employees are one of our concerns.

# STAKEHOLDER ENGAGEMENT

Our stakeholders play an important role in our business and we recognise the importance of a meaningful two-way engagement with our key stakeholder groups to understand their interests and expectations.



We actively engage our stakeholders through various channels and continue to devote ourselves in improving the economic and social well-being of our stakeholders by incorporating key sustainability issues and principles within our business operations. As a result, we have reevaluated and identified the following stakeholder groups that are pertinent to our business.



## SCAN TO SEE MORE PHOTOS

bit.ly/hyphensday2021

Stakeholder Group	Engagement Activities	Key Concerns
Customers	<ul><li>Regular interactions</li><li>Enquiry and feedback channels</li><li>Customer surveys</li></ul>	<ul> <li>Cost-competitiveness</li> <li>Excellent customer service</li> <li>Digital adaptation and experience</li> <li>Product responsibility</li> </ul>
Employees	<ul> <li>Annual employee performance appraisal</li> <li>Regular team/town hall meetings</li> <li>Staff communication sessions</li> </ul>	<ul> <li>Professional development</li> <li>Employee engagement</li> <li>Workplace health and safety</li> <li>Staff rights and welfare</li> </ul>
Management Teams	<ul> <li>Annual management meeting</li> <li>Regular team meeting and communication sessions</li> <li>Ad-hoc surveys</li> </ul>	<ul> <li>Business continuity and strategy</li> <li>Risk management</li> <li>Talent alignment</li> <li>Data governance</li> <li>Employee engagement</li> </ul>
Investors	<ul> <li>Regular results briefings and participation in investment events</li> <li>Annual and interim reports</li> <li>Circulars to shareholders/group website</li> </ul>	<ul> <li>Growth strategy/economic performance</li> <li>Business ethics and transparency</li> <li>Corporate governance</li> <li>EESG</li> </ul>
Business Partners	<ul><li>Frequent discussions and meetings</li><li>Regular corporate presentations</li></ul>	• Partnership for opportunities and growth
Suppliers	<ul> <li>Periodic supplier evaluations/on-site inspections</li> <li>Periodic discussions/meetings</li> </ul>	<ul> <li>Compliance with terms and conditions of purchasing policies and procedures</li> <li>Social and environmental responsibility</li> <li>Maintenance of ethical standards</li> </ul>
Government and Regulators	<ul> <li>Discussions with government agencies and departments</li> </ul>	<ul> <li>Compliance with regulations</li> <li>Timely reporting and resolution of issues</li> </ul>

# MATERIALITY ASSESSMENT

We continue to look into the various material topics that were identified and how we have improved our policies and procedures after understanding stakeholders' interests and expectations, as well as address the EESG topics that are material to our business and stakeholders.



# SUSTAINABILITY<br/>COPICS FOR FY2021Image: Strain Stra

With our regular stakeholder engagement and materiality reassessments, we have identified and reviewed material topics which shaped our sustainability strategy and helped us to set targets with intended outcome and impact.

Based on our materiality reassessment conducted in FY2021, two additional material topics, **Environmental Compliance** and **Customer Health and Safety**, have been included in this report.

From a survey performed with our stakeholders where a rating of 1 to 5 was given to material topics based on their perceptions on the concerns and impact, these topics stood out as the top concerns and have great impact to our business. Other than this, there were no changes to the material topics from FY2020.



## CORPORATE GOVERNANCE

Our Board is committed to maintaining a high standard of corporate governance to ensure greater transparency and to protect the interests of our stakeholders. Our Board is responsible for the overall management of the business and corporate affairs of the Group. It sets goals, reviews and advises on overall strategies and directions, oversees the effectiveness of the management of the Company and assumes responsibilities for overall corporate governance of the Group to ensure the Group's strategies are in the best interests of the Company and its stakeholders.

In addition, our Group emphasises ethical conduct of business and adopts a strict stance against corruption, dishonesty and fraud. Sound corporate governance practices are also important to the proper functioning of our Group and enhances the interest of all shareholders.

We adhere to the principles and guidelines of the Code of Corporate Governance 2018 (the "**Code**"), issued by the Monetary Authority of Singapore (the "**MAS**"), and will continue to improve our practices and operating frameworks by updating ourselves on developments in corporate governance.

Our Group has put in place various policies and practices, some of which are highlighted on the next page, that will safeguard the interests of stakeholders and enhance stakeholders' value as part of our effort to maintain high standards of corporate governance. Unethical conducts or malpractices in relation to corruption and fraud by employees will be met with formal disciplinary proceedings.

#### **Anti-Corruption**

Anti-corruption remains a key component of our Group and we maintain a zero-tolerance stance against corruption, dishonesty and fraud. Our Group has put in place various policies and practices, such as anti-corruption, whistleblowing, conflict of interest and ethical business practices, to safeguard the interests of stakeholders and enhance stakeholders' value as part of our effort to maintain high standards of corporate governance.

We ensure that all our business functions are aware of the established code of conduct in every district we operate as the Group policies are accessible to all employees via the BIPO mobile app. Furthermore, new joiners are provided with extensive training on the Group's personal integrity, corporate values and ethical principles during the on-boarding program. Our Group expects all employees to conduct themselves in accordance with the expectations set out in the code of conduct and places heavy emphasis on ethical business conduct.

In FY2021, our Group is pleased to announce that there were no reported cases in relation to breaches of code of corporate governance, corruption and bribery (FY2020: Nil).

Moving forward, our Group targets to maintain zero reported cases.

## CORPORATE GOVERNANCE (CONT'D)



#### **Socioeconomic Compliance**

Our Group is aware of the potential risks and resulting penalties of not complying with the laws and regulations, and it is incumbent on us to comply with the applicable laws.

We recognise that the failure to comply with local laws and regulations may cause our Group to suffer from reputation damage and loss of business opportunities. Through an established governance model that incorporates ethical principles and accountability, our Group is committed to ensuring that we are fully compliant with applicable laws and regulations, such as those prescribed by the SGX and Ministry of Health ("**MOH**").

We provide consolidated trainings to all employees alongside with pre and post training quizzes periodically to ensure their awareness of the regulatory updates. Our Group's regulatory policies and procedures are checked and reviewed periodically to ensure they are aligned and in compliance with local regulations. We are proud to announce that in FY2021, our Group had no reported instances of non-compliance with laws and regulation (FY2020: Nil). Moving forward, we will continue to monitor any regulatory changes and investigate any reported incidents of potential non-compliance.

#### **Customer Privacy**

Maintaining the privacy of our customers and employees is of paramount importance to us. We strive to conduct our business in compliance with data protection regulations, such as the Personal Data Protection Act ("**PDPA**") in Singapore and are determined to ensure that personal data is being collected, handled, and protected in a responsible and secure manner.

With our Group's endeavours in digitalisation, we protect our customers' data and privacy by enhancing the security level of the Group's servers and IT systems. Moreover, all employees who handle customers' data are provided with trainings on our personal data protection policy periodically. A Data Protection Handbook is established and communicated to the employees for their knowledge and adherence to the Group's policy.

In FY2021, there were no reported cases in relation to personal data violation or breaches of customer privacy (FY2020: Nil). We will continue to strive and maintain our good track record of having zero reported cases.

#### **Environmental Compliance**

With the advent of climate change upon us, environmental sustainability and compliance is at the forefront of our stakeholders' minds. We strive to develop our business responsibly and efficiently through conserving resources, being environmentally friendly, and investing in the latest technology to drive sustainable development.

We have adopted and are compliant with the Mandatory Packaging Reporting framework for recyclable and sustainable product packaging and have in place a 3R (Reduce-Reuse-Recycle) plan to reduce consumption of paper and plastic. Details of these measures are described on page 18 of this report.

We are pleased to share that there are no instances of non-compliance with environmental regulations for FY2021 (FY2020: Nil). Moving forward, we target to maintain zero instances of non-compliance.



# Our Employees EMPLOYMENT

The Group strongly believes in the inherent strength of a vibrant, diverse and inclusive workforce. A range of perspectives, backgrounds and life experiences of our people help us to forge strong connections with our customers, inspirationally lead and creatively innovate, thereby making better decisions for our business.

To this end, we have developed and integrated human capital strategies on talent attraction, development and retention to enhance our Group's talent strategies. Additionally, we have put in place hiring policies on sourcing of potential suitable candidates to recruitment and confirmation of employees. Our people are key to our Group's long-term growth and success. We want to be an employer that our people are proud to work for.



We follow local employment regulations and there is no significant difference in the benefits provided to both full time and part time employees.

We embrace diversity by hiring talents from various backgrounds and cultures based on meritocracy and provide unbiased opportunities to our employees.



We value and promote our employees' well-being and worklife balance at work to maintain sustainable workforce.



We listen to our employees for their constructive feedback in order to improve staff engagement.

The policies and practices are communicated to our employees and reviewed internally on a periodic basis.

Our employees' safety, health and well-being are of utmost importance to us. In response to the COVID-19 crisis, our Group has continued to ensure that safety regulations have been complied with. We continue to operate with essential teams, remote working and staggered working hours arrangement, to manage workplace hygiene and safe distancing measures for employees' health and safety.

Furthermore, we conduct our meetings via virtual platforms (e.g., videoconferencing software such as Zoom and Microsoft Teams) to maintain regular communication channels with our employees during these times when remote working is the norm.

In line with our commitment towards creating a conducive work

environment, we listen to our employees' needs and expectations by constantly collecting their feedback in terms of employee engagement and challenges encountered at workplace. As such, we develop necessary measures/action plans to assist the employees in resolving the issues/challenges faced.

# OUR WORKFORCE NUMBERS



## Workforce by Age and Type of Employee



\*Includes employees from Novem group of companies

**Full Time Basis** 

📕 Male 🛛 🛑 Female



## **Employees Entitled to Parental Leave**



\*Includes employees from Novem group of companies ARestated for prior year

#Number of new hires divided by number of employees \*\*Number of resignees divided by number of employees

Our Group complies with local labour laws and Employment Act, as well as supports employees' rights and obligations in accordance with local regulations and statutory legislations. The Group managed to maintain zero non-compliance with relevant laws and regulations in FY2021 (FY2020: Nil) and we aim to maintain the same for FY2022. Moving forward, we will continue our efforts in cultivating a better working environment to attract, retain and develop exceptional talents.

# CUSTOMER HEALTH AND SAFETY

WE TAKE PRIDE IN OUR PRODUCTS AND SERVICES DELIVERED TO OUR CUSTOMERS

Maintaining the quality of products sold and services rendered remain as one of the key priorities in our business. We place great emphasis on quality control and conduct audits internally to ensure consistent quality standards that meet the requirements of our customers.

We have a Quality Control Inspector, who is the key personnel involved in quality inspection for incoming bulk materials, packaging materials, printed materials and to highlight any non-conforming materials. All incoming materials will be tested against respective specifications before release. We also source for our suppliers through a stringent process of vendor qualification to international standards, such as good development practices ("**GDP**"), good manufacturing practices ("**GMP**"), and general good practices ("**GXP**") for the pharmaceutical industry.

We are currently certified and licenced by HSA for the handling and manufacturing of health products. We hold valid licences for wholesale, distribution and primary/secondary assembly of health products in compliance with GDP/GMP practices as evaluated by HSA.

#### Significant Products

Therapeutic Products Medical Devices Cosmetics Health Supplements Chinese Proprietary Medicines Consumer Health Products

#### **Significant Service Categories**

Wholesale Distribution Manufacturing Activities e-Pharmacy Services For the assurance of safety and quality of our health products, we have engaged independent thirdparty accredited labs to perform testing to safety and quality standards.

Within our warehouse and production environments, we have also implemented an enterprise resource system ("**ERP**") to facilitate good handling practices for products, such as real-time inventory tracking, updating and monitoring.

We are proud to share that there was no audit finding relating to product quality and safety in FY2021 (FY2020: Nil) as a result of audits conducted internally, as well as by external third parties and health authorities including HSA.

Moving forward, we target to maintain zero incidents of non-compliance with regulations and/or voluntary codes such as marketing, advertising, promotional, labour or environmental codes of conduct that are adopted industry-wide, concerning the health and safety of products and services which we represent.

## OUR SUPPLY CHAIN



Engaging responsible partners remains as one of our targeted areas of improvement when integrating a sustainable supply chain into our operations.



#### Sourcing

We adopt sustainable procurement practices by integrating our core values through the Group's supply chain into the life cycle of the Group's products and services. As such, we strive to hold our suppliers to the same ethical principles to which we hold ourselves and aim to work with suppliers that behave in an economically, environmentally, and socially responsible way.

In addition, our suppliers have undergone the Group's stringent selection and evaluation criteria on a periodic basis to ensure that their performance align with the internal criteria established, such as cost effectiveness and operational efficiency. Before contracting work to new suppliers, verification is carried out on suppliers' accreditation and compliance with regulatory requirements, track record, quality of services and reputation. We routinely conduct due diligence on suppliers for the assessment of compliance with required licenses and industry standards (i.e., GMP/ISO/HACCP document verification).

#### **Business Partners**

We are committed to share our business philosophy and environmental action plan with our business partners. We ensure that the core values of potential business partners are aligned with ours, in terms of integrity, accountability and environmental protection before appointing them as our business partners. Frequent discussions and meetings are held with our business partners for experience sharing and improvement opportunities within our supply chain.

#### **Distribution**

We are in the midst of implementing a fleet management system that can optimise delivery routes for our drivers to ensure that our products are efficiently distributed to our distributors, customers and consumers while conserving energy.

Our focus is to minimise the environmental and social impact from transportation, by managing energy usage while safeguarding the safety of our personnel and local communities. We also continuously innovate our processes and implement digital technologies to drive efficiency.

## Post-Consumption Packaging Management

To comply with the Mandatory Packaging Reporting ("**MPR**") framework, we continue to work with suppliers for recyclable and more sustainable product packaging. In line with our 3R Plan that was developed with a waste management consulting firm, we have the following measures in place:

- Reduce paperwork with the new ERP system
- Reduce printing of documents and receipts by moving to cloudbased system
- Reduce 90% of plastic usage (in comparison to the large Ocean Health<sup>®</sup> Omega-3 Fish Oil bottle) for our Ocean Health<sup>®</sup> Omega-3 Fish Oil 1000mg Refill Pack
- Promote reuse of the big plastic bottles among consumers with refill packaging
- Reduce wastage with donation of products with balance of 6months expiry

## Corporate Social Responsibility EXTERNAL INITIATIVES

We are proud to do our part as a responsible corporate citizen, and invest time and resources to generate positive impact on the communities that we operate in.









#### Community Outreach in Singapore

Month	Institution	Activity / Beneficiary
June	Food from the Heart	Fundraising, food donation and packing, in support of the charity's food distribution programme for needy families
	SPEAK (Eczema and Allergy Support Group)	<b>Donation in kind:</b> Book voucher prizes for allergy monsters colouring contest
July	<ul><li>ECON Healthcare</li><li>Singhealth Community Hospitals</li></ul>	<b>Donation in kind:</b> Ocean Health® vitamin D supplements for Nurses Day, in support of frontline healthcare workers
November	POSB PAssion Run for Kids 2021	Contribution to the POSB PAssion Kids Fund to benefit children in the community

#### **Overseas Community Outreach**



Beyond Singapore, our overseas offices are equally committed to look out for their local communities as the COVID-19 pandemic and natural disasters continue to impact lives and livelihoods.



#### SCAN TO SEE MORE PHOTOS

<u>bit.ly/hypmycsr</u>

## Indonesia

Month	Institution	Activity / Beneficiary
August	<ul> <li>PARI (Indonesian Association of Radiographers)</li> <li>PDSRI (The Indonesian Society of Radiology)</li> <li>PERHATI (Central Management of the Indonesian Association of Ear Nose Throat Surgery)</li> </ul>	<b>Donation in kind:</b> A total of 500 appreciation packs to frontline healthcare workers, with each pack containing one bottle of vitamin C supplement and one bottle of vitamin D supplement

Malaysia

Month	Institution	Activity / Beneficiary
July	Community centres in Subang Jaya, Damansara, Kampung Sungai Kayu Ara and Kampung Tunku	<b>Donation in kind:</b> A total of 500 food packs to needy families, with each pack containing rice, noodles, milo, biscuits, canned food, cooking oil, sugar and sauce
December	Flood response centres in Taman Sri Muda, Hulu Langat and Kajang	<b>Donation in kind:</b> High pressure water jet cleaners, electric kettles and cooking stoves to local communities impacted by major floods after torrential rains

## Vietnam

Month	Institution	Activity / Beneficiary
July	<ul> <li>Centers for Disease Control in Ho Chi Minh City, Danang and Northern provinces</li> <li>Nghe An Friendship General Hospital</li> <li>Ha Tinh General Hospital</li> <li>Bac Giang Province General Hospital</li> </ul>	<b>Donation in kind:</b> A total of 12,000 N95 masks to frontline healthcare workers

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